

OSTP/CCRA Troubleshooting Guide

The computer says you need a proctor password	<p>Email/Call/Text/Teams: Jeni, Kerri, or Charles that you need a proctor password.</p> <ul style="list-style-type: none"> • BTC enters the proctor password to resume testing. <i>(TAs and Students are not to enter the password)</i> • Complete an Irregularity Form each time you use the proctor password. <ul style="list-style-type: none"> ◦ District Code is 72I001 (72i001 with a capital I)
Student computer says they are locked out of the session	<p>Email/Call/Text/Teams: Jeni, Kerri, or Charles that you have a locked test.</p> <ul style="list-style-type: none"> • Provide a screenshot of the test ticket or the Student Full Name and STN • The student cannot leave the test session. • We will call Cognia and let you know when the test has been unlocked.
Assigned the wrong accommodation	<p>Delete the test ticket or the test session. Correct the accommodation, reschedule the test session and then test. (This will not work if the student has already logged in and begun testing. Call the assessment office if this happens. We will have to invalidate the test and get a breach test.)</p>
Assigned the wrong test	<p>Delete the test ticket or the test session. Correct the test, reschedule the test session and then test. (This will not work if the student has already logged in and begun testing. Call the assessment office if this happens. We will have to invalidate the test and get a breach test.)</p>
Test Ticket Doesn't Work	Follow these instructions
How to add a new student in a testing session	Follow these instructions

How to monitor testing to see if students are IN PROGRESS, FINISHED, OR NOT STARTED	Follow these instructions
An OAAP student was scheduled to test, a student did not attempt the test, or the student is no longer enrolled	Follow these directions to enter OAAP in the State Test Codes
The keyboard is not typing properly	Select CTRL + ALT + Space Bar as many times as need until you see a US come up on the lower-right screen and then you can type normally.